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(54) Multimedia music on hold

(57) A method is disclosed that permits a call handling system to supply a caller with multimedia information supplementary to information or entertainment received over a voice link. While waiting in a hold queue, a caller may receive, at a computer terminal, a display comprising a list of frequently asked questions or a

choice of radio stations that may be heard over the voice link. Information regarding the caller's place in the hold queue and/or an estimate of waiting time may also be available. Further, data may be collected from a caller and, upon connection of the call with a call agent, presented to the call agent.

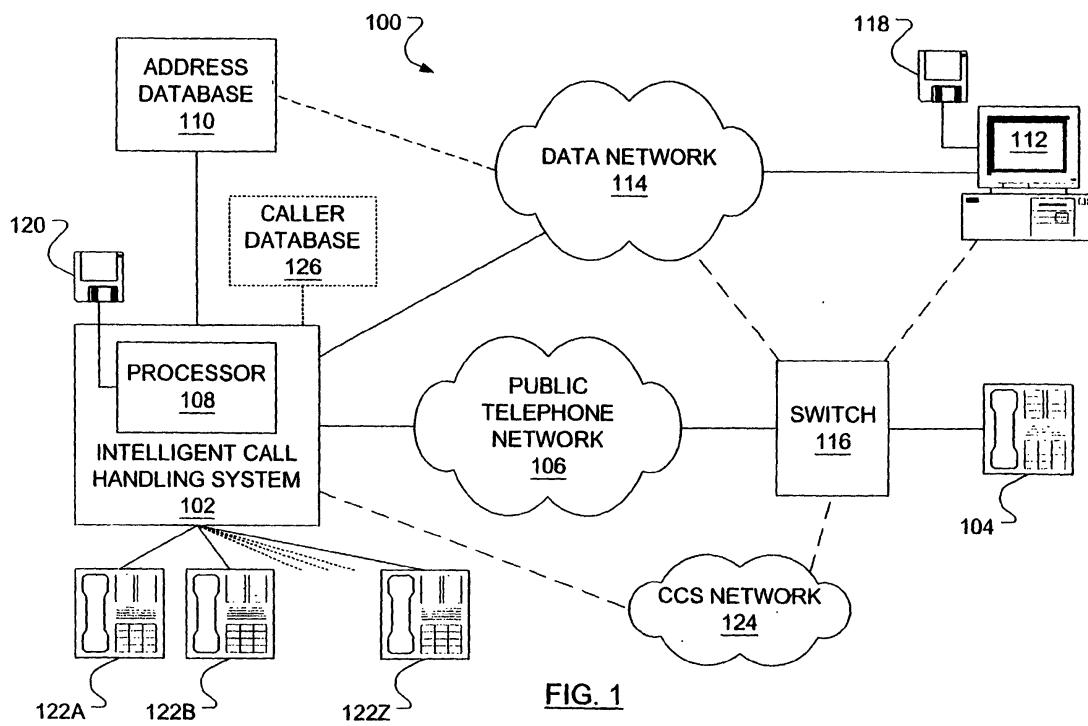


FIG. 1



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EUROPEAN SEARCH REPORT

Application Number
EP 00 65 0133

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The present search report has been drawn up for all claims			
Place of search		Date of completion of the search	Examiner
THE HAGUE		26 September 2003	Vandevenne, M
CATEGORY OF CITED DOCUMENTS			
X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document			
T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons & : member of the same patent family, corresponding document			



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EUROPEAN SEARCH REPORT

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CATEGORY OF CITED DOCUMENTS					
X : particularly relevant if taken alone	T : theory or principle underlying the invention				
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